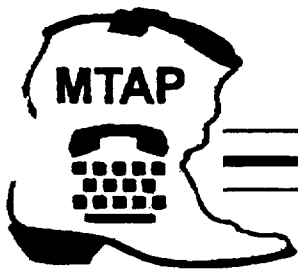


KRYSS KUNTZ  
EXECUTIVE DIRECTOR



GOVERNOR'S COMMITTEE ON  
TELECOMMUNICATIONS ACCESS SERVICE

111 NORTH LAST CHANCE GULCH / PO BOX 202923  
HELENA, MONTANA 59620-2923

STATEWIDE 1-800-833-8503 (TTY/V) HELENA 406-444-1335 (TTY/V) FAX 406-444-5999

KELLI TOOHILL,  
PROGRAM SPECIALIST

STATE OF MONTANA

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June 22, 2001

Federal Communications Commission  
Consumer Information Bureau  
Disability Rights Office  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

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FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

To Whom It May Concern:

Please find attached the annual complaint log (attachment #1) for the State of Montana as well as a summary (attachment #2) as mandated. The summary (attachment #2) indicates the number of complaints received by the State of Montana from June 1, 2000 through May 31, 2001.

If you have any questions regarding this matter please feel free to contact me at the address or phone number listed below.

Sincerely,

Kryss Kuntz  
MTAP Executive Director  
111 N. Last Chance Gulch  
Helena, MT 59601  
1-800-833-8503 or 406-444-1486

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## **Attachment # 2**

### **Summary Log for June 1, 2000 – May 31, 2001 Montana Relay**

For the period of June 1, 2000 through May 31, 2001, Sprint processed more than 88,334 outbound calls on behalf of Montana Relay, receiving a total of thirty-two (.036%) customer complaints. All thirty-two complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these thirty-two complaints were escalated for action to the State of Montana or to the Federal Communications Commission.



# Montana Relay

June 2000 - May 2001

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	
<b>MISC COMPLAINTS</b>															
#30	Rates													0	0%
#31	OSD													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice													0	0%
#34	Network Recording													0	0%
#35	Other				1									1	100%
<b>TOTAL</b>		0	0	0	1	0	0	0	0	0	0	0	0	1	
<b>TOTAL CONTACT</b>		1	1	4	3	4	3	2	5	4	4	0	1	32	



# Montana Relay

June 2000 - May 2001

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
<b>SERVICE COMPLAINTS</b>													
#00 Answer Wait Time							1						1
#01 Dial Out Time													0
#02 Didn't Follow Database Inst.													0
#03 Didn't Follow Cust. Instruct.					1				1	1		1	4
#04 Didn't Keep Customer Informed										2			2
#05 Agent Disconnected Caller			1			2		1	1	1			6
#06 Poor Spelling													0
#07 Typing Speed/Accuracy													0
#08 Poor Voice Tone													0
#09 Everything Relayed													0
#10 HCO Procedures Not Followed													0
#11 VCO Procedures Not Followed													0
#12 Two-Line VCO Procedure Not F		1	1	1				2	1				6
#13 Background Noise Not Typed													0
#14 Feelings Not Described													0
#15 Recording Feature Not Used													0
#16 Noise in Center													0
#17 Agent Was Rude				1	3		1						5
#18 Problem Answer Machine													0
#19 Spanish Service													0
#20 Speech to Speech													0
#21 Other Problem Type Complaint			2			1		1	1				5
<b>TOTAL</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>29</b>
<b>TECHNICAL COMPLAINTS</b>													
#22 Lost Branding													0
#23 Charged for Local Call													0
#24 Trouble Linking Up													0
#25 Line Disconnected													0
#26 Garbled Message								1					1
#27 Database Not Available													0
#28 Split Screen													0
#29 Other Technical Type Complaint	1												1
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>

STATE OF NEW HAMPSHIRE

CHAIRMAN  
Douglas L. Patch

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COMMISSIONERS  
Jonathan S. Geiger  
Nancy Brockway

EXECUTIVE DIRECTOR  
AND SECRETARY  
Thomas B. Getz



PUBLIC UTILITIES COMMISSION  
8 Old Suncook Road  
Concord, N.H. 03301-7319

TDD Access: Relay NH  
1-800-735-2964

Tel. (603) 271-2431

FAX No. 271-3878

Website:  
[www.puc.state.nh.us](http://www.puc.state.nh.us)

June 21, 2001

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Consumer Information Bureau  
Disability Rights Office  
445 12<sup>th</sup> Street SW  
Washington DC 20554

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FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Re: Annual Complaints Log Filing

Dear Sir or Madam:

Please find attached the Telecommunications Relay Service annual complaint log summary for the State of New Hampshire. This summary is filed in compliance with the FCC's February and June orders.

Should you have any questions regarding this submission, please contact me directly at 603 271-6532 or [josgood@puc.state.nh.us](mailto:josgood@puc.state.nh.us).

Sincerely,

Jonathan S. Osgood  
Utility Examiner

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DRW  
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JS

**Summary Log for June 1, 2000 – May 31, 2001**  
**New Hampshire Relay**

For the period of June 1, 2000 through May 31, 2001, Sprint processed more than 194,415 outbound calls on behalf of New Hampshire Relay, receiving a total of fifty-four (.028%) customer complaints. All fifty-four complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these fifty-four complaints were escalated for action to the State of New Hampshire or to the Federal Communications Commission.

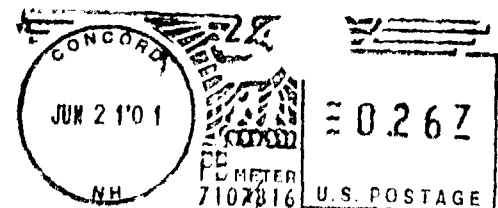
8442

**The State of New Hampshire  
PUBLIC UTILITIES COMMISSION**

8 OLD SUNCOOK RD., BLDG. NO 1  
CONCORD, N.H. 03301-7319

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